

# THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

## SALIENT FEATURES

The Ombudsman Scheme covers customers of

All deposit taking  
NBFCs

NBFCs with assets size  $\geq$  Rs. 100 crores + customer interface (Excluding: Infrastructure Finance Companies, Core Investment Companies, Infrastructure Debt Fund, and NBFCs under liquidation)

“Deficiency in service” means a shortcoming or an inadequacy in any financial service, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer

### Grounds of complaint

Any customer may file a complaint about an act or omission of a Regulated Entity resulting in a deficiency in service may file a complaint under this Scheme either personally or through an authorized representative as defined under the “Deficiency in service”

### Grounds for non-maintainability of a Complaint

To know about the complaints which are not maintainable under this Scheme, please refer to clause 10 of RBI Integrated Ombudsman Scheme, 2021

### How can a customer file complaint?

Written  
representation to  
NBFC  
concerned

At the end of  
one month




If there is no reply from NBFC  
or the customer remains  
dissatisfied with the reply  
from NBFC

If customer has not  
approached any  
forum



File a complaint with  
RBI Ombudsman (Not later  
than one year after the reply  
from NBFC)

### How does Ombudsman take a decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation  If not reached, can issue Award/Order

### Can a customer appeal if not satisfied with the decision of the Ombudsman?

Yes, if Ombudsman's decision is appealable, contact - The Appellate Authority - the Executive Director in charge of the Department of Reserve Bank administering this Scheme

Note: • This is an Alternate Dispute Resolution mechanism

- The customer is at liberty to approach any other court/forum/authority for the redressal at any stage

Refer to [www.rbi.org.in](http://www.rbi.org.in) for further details of the Scheme